Questions About Definitions

1. Do the terms used in your Privacy Policy have any special meanings I need to know about?

We recognize that many privacy policies are long, complicated and difficult to understand. That's why we've focused on using words and sentences that are easy to follow and mean just what they say. There are a few important definitions you should know about. As used in this Policy, the terms listed below have the following meanings:

- Customer

A "Customer" is any individual or business that purchases InfoStructure products or services. When a Customer purchases retail products or services for use by others (for example, when a Customer purchases VOIP service for business use by its employees), those individuals also may be considered Customers for purposes of this Policy.

- User

A "User" is anyone who visits our Web sites.

- Personal Information

"Personal Information" is information that directly identifies or reasonably can be used to identify an individual Customer or User. Examples include name, address, telephone number, email address, Social Security number, and financial account number. Personal Information does not include Published Listing Information as discussed in more detail below.

- Anonymous Information

"Anonymous Information" means information that does not directly identify and cannot reasonably be used to identify an individual Customer or User.

- Aggregate Information

"Aggregate Information" means information about groups or categories of Customers or Users, which does not identify and cannot reasonably be used to identify an individual Customer or User. Aggregate Information is a kind of Anonymous Information.

- Web Site

"Web site" means any page or location on the Internet, no matter what device (cell phone, lap top, PC, etc.) or protocol (http, WAP, ftp or other) is used to access the page or location. In this Policy, we use the term Web site other similar terms such as "Internet site," "site" and "Web page."

Questions About The Scope Of This Policy

1. What InfoStructure companies are subject to this Privacy Policy?

All direct and indirect subsidiaries of InfoStructure Inc. that collect use or have access to information about our Customers or Users are subject to this Privacy Policy.

2. What does this Policy cover?

This Privacy Policy covers our practices regarding the information we collect about our Customers and Users. All use of InfoStructure products and services, and all visits to InfoStructure Web sites are subject to this Privacy Policy.

3. Does this Policy apply to my family members or other users under my account with InfoStructure?

Yes. This Policy applies to all Customers and Users. The Customer who holds the account with InfoStructure is responsible for making sure all family members or other Users, such as employees, under the same account understand and agree to this Policy.

4. When is information not covered by this Policy?

Information that you provide to non-InfoStructure companies are not covered by this Policy. For example:

- When you download applications or make an online purchase from a non-InfoStructure company while using InfoStructure's Internet service, the information collected by the non-InfoStructure company is not subject to this Policy.

- If you use public forums–such as social networking services, Internet bulletin boards, chat rooms, or blogs on InfoStructure or non-InfoStructure Web sites–you should be aware that any Personal Information you disclose publicly can be read, collected, or used by others. Once you choose to reveal Personal Information on such a site, the information is publicly available, and InfoStructure cannot prevent distribution and use of that information by other parties.

- If you are a Customer roaming on the network of a non-InfoStructure company, information about your location, usage and the numbers you dial will be subject to the privacy policy of the non-InfoStructure company, and not this Policy. InfoStructure may license its brand to certain non-InfoStructure companies ("Licensees") for their use in marketing and selling certain non-InfoStructure products and services. Licensees are subject to InfoStructure quality control criteria and review procedures, designed to ensure a high standard of product or service performance.

1. Can my information be subject to more than one privacy policy?

Yes. For example:

- When InfoStructure jointly provides a service with a non-InfoStructure company, your Personal Information may be subject to both this Policy and the privacy policy of the non-InfoStructure company.

- If you purchase InfoStructure products or services from a non-InfoStructure retailer (like Best Buy or Amazon.com, for example) any information you provide to that retailer may be subject to that company's privacy policy, InfoStructure's Privacy Policy, or both.

We encourage you to review the privacy policies of any non-InfoStructure company with which you do business to determine what information will be collected and how it will be used or disclosed to others.

1. Do any other stand-alone InfoStructure Privacy Policies remain in effect?

While InfoStructure will make every effort to limit ot her stand-alone policies, it is possible that such policies may be required. For example, in selected areas outside the United States InfoStructure may adopt separate privacy policies as necessary to reflect the requirements of applicable local laws.

2. What about business customers InfoStructure may enter into written product or service agreements with business customers that contain specific provisions related to the confidentiality, security or other handling of information. When provisions of a written product or service agreement differ from or conflict with the provisions of this Policy, the terms of the written agreement will apply. In all other instances, the terms of this Policy apply.

Questions About The Information We Collect

1. What information do we collect?

We collect different types of personal and non-personal information based on your use of our products and services and on our business relationship with you. Some examples include:

- **Account Information:** Information we obtain as a result of your business relationship with us, such as:

  - **Contact Information** that allows us to communicate with you, including your name, address, telephone number and email address. InfoStructure obtains your contact information when you order or register for our services.

  - **Billing Information** related to your financial relationship with us, such as the services you buy, the telephone numbers you call, the payments you make, your credit history, your credit card numbers, Social Security number, security codes, and your service history.

- **Technical Information** related to the services we provide to you, including information about your use of our network, services, products or Web sites. Examples include:

  - **Equipment Information** that identifies the equipment you use on our network, such as equipment type, IDs, serial numbers, settings, configuration, and software.

  - **Performance Information** about the operation of the equipment, services and applications you use on our network, such as IP addresses, URLs, data transmission rates and latencies, security characteristics, and information about the amount of bandwidth and other network resources you use in connection with uploading and downloading data to and from the Internet.

  - **InfoStructure Internet Site Usage Information** about your use of InfoStructure Web sites, including the pages you visit, the length of time you spend, the links or advertisements you follow and the search terms you enter on our sites, and the Web sites you visit immediately before and immediately after visiting one of our sites.

2. How do we collect information?

We collect information in three primary ways:

- **You Give Us Information:** We collect information from you when you purchase a service from us or when you interact with us about a product or service we offer or provide. For e xample, you provide us with Contact Information, and Billing Information (such as credit information and Social Security number) when you order a service or establish an account with us.

- **We Collect Information Automatically:** We automatically collect certain types of information when you visit our Web sites or use our products and services.

- **We Collect Information from Other Sources:** We may obtain information about you from outside sources. For example, we may request credit information about you from credit agencies for the purpose of initiating service to you, obtain commercially available demographic and market- ing information about you from third parties, or purchase email lists from third parties for advertising and marketing purposes.

3. How do we use the information we collect?

We use information we collect in a variety of ways. For example, we may use some or all of the information we collect as appropriate for the following pur- poses:

- To initiate, provide and manage the services you purchase, and to respond to your questions or problems;

- To develop, market, sell, bill and collect for our products and services;

- To communicate with you regarding service updates as well as offers and promotions for features and services;

- To deliver customized content, more relevant advertising and personalized offers for InfoStructure and non-InfoStructure products and services that may be of interest to you based on information we have collected–including the preferences you have expressed or interests you have demonstrated on our Web sites, in our stores, and through use of our products and services;

- To conduct research and analysis directed toward maintaining, protecting and improving our network and the services we provide;

- To address network integrity, quality control, capacity, misuse, viruses, and security issues, as well as for network planning, engineering and technical troubleshooting purposes;

- To investigate, prevent or take action regarding illegal activities, suspected fraud, situations involving potential threats to the physical safety of any person, violations of our Terms of Service, Acceptable Use Policies or other service conditions or restrictions.

4. How do we use your information for local directory and directory assistance services?

We include Customer names, addresses and telephone numbers in local directories. We make the same information available through directory assistance services unless you request that this information remain "non-published" as discussed further below.

- **Published Listing Information**

- Listings of InfoStructure local wire line telephone Customers are made available in directories and through directory assistance. These di- rectories include published Customer names, addresses and telephone numbers. We also make that information available through directory assistance operators and systems (such as directory assistance, speech recognition, reverse number lookup and automated directory assistance services) and through the Internet.

- Published listing information may be used, sorted, packaged, repackaged and made available again in different formats by anyone.

- **Non-Published Information**

- We offer Customers the opportunity to request that their name, number, and address

not be published in local directories or made available through directory assistance services. There is a fee for this service.

- **Non-Listed Information**

- We also give Customers the opportunity to request that their names, numbers and addresses be "non-listed" in directories, but still made pub- licly available through directory assistance services. There also is a fee for this service.

- **Sharing with Unaffiliated Entities**

- We also provide the name and address of non-published and non-listed customers to unaffiliated directory publishers for directory delivery purposes. We do not provide non-published or non-listed telephone numbers to these companies.

- We provide directory assistance information to unaffiliated telephone companies and directory assistance providers on an unrestricted basis. However, we do not provide non-published telephone numbers to these providers.

- We provide non-published telephone numbers, where permitted by law, to government entities and public safety providers for public health or safety reasons such as responding to 911 calls and notifying the public of wide-spread emergencies. We may also provide Published Listing Information to government agencies, municipalities, utilities and other such entities for address and telephone number verification purposes.

Questions About Online Activity Tracking And Advertising

1. Do we collect information about your activity on our Web sites?

Yes. We collect information about your activity on our Web sites as described in response to the FAQ "What information do we collect?" We use the information we gather for such purposes as improving your online experience, enhancing the capabilities of our sites and networks, delivering advertising to better match your interests and preferences and for other purposes. See our response to the FAQ "How do we use the information we collect?" for more information.

2. What are cookies, Web beacons, widgets, and server log files, and how do you use them?

Generally, these terms can be defined as follows:

- "Cookies" are small data files placed on your computer by the Web sites you visit and can be used to help recognize you as a user of that site when you return, or when you visit other sites.

- "Web beacons" are small graphic images on a Web page or in an email that can be used for such things as recording the pages and advertisements clicked on by users, or tracking the performance of email marketing campaigns.

- A "widget" is a small program or application that can be embedded in a web page. Widgets can provide real-time information, such as stock quotes or weather reports, or other functionality. Widgets are often provided by third parties, and may allow that third party to collect data about users viewing that page.

- A Web "server log" is a record of activity created by the computer (called a "server") that delivers the Web pages you request to your browser. For example, a Web server log may record the search term you entered or the link you clicked to bring you the Web page. The Web server log also may record information about your browser, such as your IP address and the cookies set on your browser by the server.

Using these and similar tools, our Web sites collect data about your activity, such as data about the type of browser and operating system you use, which of our Web pages you view, the time and duration of your visits to our Internet sites, the search queries you enter on our sites, and whether you clicked on an advertisement while on our site.

In general, we use this information as follows:

Site functionality: We use cookies and other tracking tools to help us analyze, manage and improve our Web sites. We also use these tools to manage your online ordering activity, to store your preferences and personalize your experience on our Web sites.

Advertising: We, our advertising partners, and other advertising networks use information gathered through cookies and other similar technologies, as well as other information we or they may have, to help tailor the ads you see on our sites and to help make decisions about the ads you see on other sites. You can configure most standard Web browsers to alert you when a Web site is attempting to send a cookie to your computer and to allow you to accept or refuse the cookie. You also can set most standard browsers to disable the capacity to receive cookies, and to delete cookies you previously have accepted. Please note that some Web pages (including some InfoStructure Web pages) may not work correctly if you have cookies disabled. More information about deleting and controlling cookies is available at www.AboutCookies.org.

We are committed to providing you with more control and transparency about the use of cookies and other tools used to provide you with online advertising. We are working with our advertising partners and other online companies to make those improvements, and hope soon to be able to provide you additional options for managing how your data is used.

3. Does InfoStructure track your activities across non-InfoStructure web sites and use that information to target you with advertisements?

As described above, just like other Web site operators, InfoStructure uses ad networks for ad placement, and those ad networks may track your online activities to provide you with advertisements both on and off InfoStructure's Web sites.

InfoStructure does not currently use technologies available to Internet Service Providers, such as deep packet inspection, to track your Web browsing activities across the Internet for the purpose of tailoring advertising that could be relevant to you. If InfoStructure ever decides to use technologies such as deep packet inspection to provide personalized advertising, you have our commitment that we will protect your privacy and provide you with value in exchange. Specifically, we will give you notice and provide easily understood tools to allow you to exercise meaningful consent before we can use such information for advertising purposes.

Questions Related To Information Sharing

1. What Is CPNI?

Customer Proprietary Network Information (CPNI) is information that relates to the quantity, configuration, type, destination, location and amount of use of the telecommunications services you purchase from us, as well as the information contained in your bills for those services. We collect CPNI in the normal course of providing you with telecommunications services. Your telephone number, name and address are not CPNI.

To learn more about Customer Proprietary Network Information, click on CPNI.

2. Do we share your Personal Information with non-InfoStructure companies?

We share your Personal Information only with non-InfoStructure companies that perform services on our behalf, and only as necessary for the provision of those services. We use non-InfoStructure companies to perform many of the services outlined in the FAQ "How do we use the information we collect?" For example, we may use external vendors to process and print your INFOSTRUCTURE billing statement, or to market, sell and provide customer service for INFOSTRUCTURE products and services. We share your information with such vendors solely for that purpose.

We require non-InfoStructure companies acting on our behalf to protect any Personal Information they may receive in a manner consistent with this Policy, and do not allow them to use that information for any other purpose. Most importantly, we do not sell, give or rent your Personal Information to non-InfoStructure companies for the marketing of their own products and services without your consent.

3. Are there any other circumstances in which your Personal Information may be provided to non-InfoStructure entities?

We may provide Personal Information to non-InfoStructure companies or other third parties (for example, to government agencies, credit bureaus and collection agencies) without your consent for certain purposes, such as:

- To comply with court orders, subpoenas, lawful discovery requests and other legal or regulatory requirements, and to enforce our legal rights or defend against legal claims;

- To obtain payment for InfoStructure products and services, including the transfer or sale of delinquent accounts to third parties for collection;

- To enforce our agreements, and protect our rights or property;

- To prevent unlawful use of InfoStructure's services and to assist in repairing network outages;

- To provide information regarding the caller's location to a public safety entity when a call is made to 911, and to notify the public of wide-spread emergencies;

- To notify or respond to a responsible governmental entity if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires or justifies disclosure without delay;

- To display name and telephone number on a Caller ID device (Note that Caller ID Blocking will prevent display of the name and number except in certain instances, for example, your name and number will not be blocked when you dial certain business, 911, 900 or toll-free numbers);

- To notify the National Center for Missing and Exploited Children of information concerning child pornography of which we become aware through the provision of our services.

4. Do we share aggregate or anonymous information with non-InfoStructure companies?

We may share Aggregate or Anonymous Information in various formats with trusted non-InfoStructure entities for purposes such as the following:

- Retail, marketing and advertising companies that do not provide services directly for InfoStructure, but that do offer products and services that may be of interest to you;

- Media research companies that may use the data we provide in combination with other information to provide audience analysis services;

- Universities, laboratories, think tanks and other entities that conduct networking, social, behavioral, environmental and other types of scientific research, for the purpose of creating fundamental new knowledge;

- Government or other entities that may use this data for purposes such as municipal planning, transportation planning and emergency and disaster response coordination.

Questions About Our Online Privacy Policy For Children

INFOSTRUCTURE Web sites are not designed to attract children under the age of 13, and availability of some products and services may be limited to adults (age 18 or as provided by law). Please refer to the applicable Terms of Service for specific age requirements.

We do not target children for the collection of information online and do not knowingly collect personally identifying information from anyone under the age of 13 unless we first obtain permission from that child's parent or legal guardian.

You should be aware that Internet and wireless devices and services purchased for family use may be used by minors without our knowledge. Any Personal Information collected as a result of such usage may appear to be associated with the adult Customer who subscribes to our services, and will be treated as such under this Policy. We encourage parents and guardians to spend time online with their children, and to participate in and monitor their online activity.

Questions About Data Protection And Security

1. Do we sell your Personal Information?

No. We do not sell your Personal Information to anyone, for any purpose. Period.

2. How long do we keep your Personal Information?

We keep your Personal Information only as long as needed for business, tax or legal purposes, after which we destroy it by making it unreadable or undecipherable.

3. Will you notify me in case of a security breach?

Although we strive to keep your Personal Information secure, no security measures are absolute, and we cannot guarantee that your Personal Information will never be disclosed in a manner inconsistent with this Policy (for example, as the result of unauthorized acts by third parties that violate the law or this Policy). We will make reasonable attempts to notify you if we determine that InfoStructure has experienced a security breach and there is a reasonably likely risk of identity theft, or where otherwise required by law.

Questions About Customer Control

1. Can I review and correct my Personal Information?

Yes. InfoStructure honors requests from Customers to review their Personal Information maintained in reasonably retrievable form, and we are happy to correct information found to be inaccurate. Customers may verify that appropriate corrections have been made. Please contact us for assistance at support@infostructure.net.

2. How can I limit your sales efforts?

We have established policies and practices to meet the expectations of Customers and potential customers who have expressed a desire to limit certain types of solicitation communications from InfoStructure, including marketing contacts made via telephone, email and text messaging.

For example, we periodically send Customers and potential customers' news and updates via email or text message regarding InfoStructure-offered services, products and special promotions. Every marketing email we send contains instructions and an online link that will allow you to stop additional InfoStructure

marketing emails for that product or service type. Customers may reply to wireless text message contacts with a "stop" message.

You can request to be removed from our telemarketing lists for consumer services and products by contacting us at support@infostructure.net. Where required by state laws and/or regulations, we honor requests from businesses to be removed from our telemarketing lists. Information about your ability to restrict our use of your CPNI for certain marketing purposes is available here.

Our practices as described above are designed to satisfy state and federal legal requirements limiting marketing contacts. You

should know that those laws and regulations–such as the requirements governing the state and federal "Do Not Call" lists–generally permit companies to contact their own current and, in some cases, former customers, even when those customers are listed on the federal and state "Do Not Call" lists. Similarly, restricting our use of your CPNI will not eliminate all types of InfoStructure marketing contacts.

3. What can I do to limit junk emails?

InfoStructure works hard to detect and prevent junk emails (also referred to as spam emails) from ever reaching your computer. However, if you are receiving unwanted spam at an InfoStructure email address, please contact us for assistance at support@infostructure.net.

4. What can I do to protect my passwords and Account Information?

When selecting User names and passwords for InfoStructure accounts, you should choose words or characters that are not obvious. Likewise, you should always keep Personal Information such as account numbers, Usernames, passwords or similar information in a secure place and not share the information with others.

Questions About Changes...

1....To Corporate Control?

Information about our Customers and Users, including Personal Information, may be transferred as part of any merger, acquisition, sale of company assets, or transition of service to another provider, as well as in the unlikely event of an insolvency, bankruptcy or receivership in which Customer and User records would be transferred to another entity as a result of such a proceeding.

2....To This Policy?

We reserve the right to update this Privacy Policy as necessary to reflect any changes we make and to satisfy legal requirements. If we make a material change to this Policy, we will post a prominent notice of the change on our Web sites, and provide you with other appropriate notice and choice regarding the use of your information, at least 30 days before the effective date.

Please check our Web sites periodically for changes to this Privacy Policy.

How To Contact Us About This Policy

We are happy to address any questions or concerns you may have about our privacy practices and policies. You may email us at support@infostructure.net or call us at 541.773.5000. If you believe you have been aggrieved by any act of ours in violation of the law, we encourage you to contact us directly and immediately.